Troubleshooting Specific Order Status Rule Issues

Troubleshooting · https://wpfactory.com/docs/troubleshooting-specific-issues/

This guide covers the most common specific problems with Scheduled & Automatic Order Status Controller for WooCommerce: rules that do not fire, statuses that change incorrectly, and slow processing. All of the settings named below are available in the free version.

Rules not firing

- Confirm the rule is enabled and its **Status from** matches the order's current status.
- Check that the trigger time has elapsed, and that the scheduler (**Use WP cron** or **Use Action Scheduler** on the **Advanced** section) is active.
- Check **Process rules on** (Advanced). If you expect a rule to run at checkout or on the "Order received" page, make sure that hook is selected.
- If **Max orders** (Advanced, Orders Query) is set to a low positive number, only that many orders are processed per run. Set it to `-1` to process all eligible orders.

Incorrect status changes

- Review the rule conditions. A rule applies when every non-empty condition matches, so an unintended condition can widen or narrow the rule.
- Check **Non-matching order status** (Advanced). If it is set to **Use latest record anyway**, a rule can apply even when the current status does not match the last recorded history entry. Set it to **Do nothing** for stricter matching.
- If several rules could apply, remember processing stops after the first matching rule for an order. Order your rules so the most specific one is checked first.

Slow or heavy processing

- On large stores, lower the processing frequency: set a longer **Interval** for WP Cron, or a larger **Interval (in seconds)** for Action Scheduler.
- Use **Max orders** to cap how many orders are updated per run, spreading the work across several runs.
- Action Scheduler is generally the more reliable option for high-volume sites, and it is included free. It has its own admin screen at **WooCommerce > Status > Scheduled Actions** where you can watch the `alg_wc_order_status_rules_process_rules_as` action.



ORDER STATUS RULES

See every feature and the pricing on the Order Status Rules plugin page.

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Related articles

- Order Status Rules Not Working: General Troubleshooting
- How to Copy and Reset Order Status Rule Settings
- Run Order Status Rules Automatically: Cron and Action Scheduler
- Order Status Rule Conditions Reference
- What the Pro Version of Order Status Rules Adds